

Public Buildings

City of Newton Performance Management
June 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Clean and maintain City buildings					
		# of Work Orders Requested/ month	385	300	85
		# of Work Orders Completed/ month	551	325	226
		# of Work Orders Completed Per Day Per Craftsman/ month	3.06	2.5	0.56
		Number of outstanding workorders/ month	640	700	60
		% of emergency or safety requests completed within 24 hours	100	100	0
		% of regular maintenance work requests completed within 7 days	70	90	20
2. Manage utility and energy upgrades and consumption					
		% reduction in energy Consumption from FY08 for electricity	17	20	3
		% reduction in energy Consumption from FY08 for oil	73	90	17
3. Plan, implement, and oversee capital projects					
		% of capital projects within budget	83	95	12
		% of capital projects on schedule	67	95	28

Notes

Building maintenance data comes from the month prior to the reporting period.